



Service Standards Performance Q2 Cumulative 2024/25

St Leger Homes of Doncaster

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Executive Summary – Cumulative Performance

- 4 Standards in target – all of which have improved compared to Q1 24/25;
- 3 Standards within tolerance – 2 of which have improved compared to Q1 24/25 and 1 has slightly worsened;
- 4 Standards not in target - 2 of which have improved compared to Q1 24/25 (repairs and call answering), with call answering exceeding the target in Q2 – July to September);
- 1 Standard has no target – complaints about broken promises;
- 1 Standard awaiting being measured – damp and mould inspections;
- 1 Standard could not be measured due to a change in the way feedback is captured.
- Information for those service standards not in target are included in the presentation;
- Written enquiries/complaints and compliments, although in target, is included in the wider presentation as part of a spotlight presentation as this is a key service area that significantly impacts on customers.
- Call answering is not in target cumulatively at end of Q2, due to low performance in Q1, but was in target July to September.

Green = In Target Orange - In tolerance Red = Not in Target	Cumulative Performance				
	Target	Q1	Q2	Q3	Q4
% of customers satisfied with condition of property	95%	100%	Not available		
Written enquiries, complaints/compliments within 10 working days	95%	98.61%	99.05%		
Customers, whose ASB was closed during the quarter, satisfied with the way their anti-social behaviour complaint was handled.	60%	75%	78.5%		
High risk neighbour disputes, tenancy breaches or anti-social behaviour within 1-day	90%	91.72%	93.24%		
% of policies (customer facing) that required consultation with the One Voice Forum.	100%	2 not discussed	100%		
Repairs appointments made and kept	98%	94.18%	95.55%		
% of customers who thought staff and contractors were polite and respectful	98%	90.48%	91.26%		

Service Standard		Cumulative Performance			
	Target	Q1	Q2	Q3	Q4
Medium neighbour disputes, tenancy breaches or anti-social behaviour within, 3 days	95%	88.98%	87.64%		
Referrals to our tenancy support team and undertake an assessment of need.	12 days	11.3 days	13.3 days		
% of tenants satisfied with the most recent responsive repair carried out on their property (transactional)	88%	74.89%	75.41%		
Customers satisfied that the person they spoke to had the knowledge or information to resolve a call at the first point of contact.	88%	75.45%	74.59%		
Calls answered within 150 seconds.	90%	62.26%	77.44%		
Damp and mould inspections raised during the quarter, completed in target.	TBD	-	-		
% of complaints about broken promises	None	4.63%	5.47%		

Spotlight on Complaints, Compliments and Enquiries

2024/25 Overall Complaints Volumes

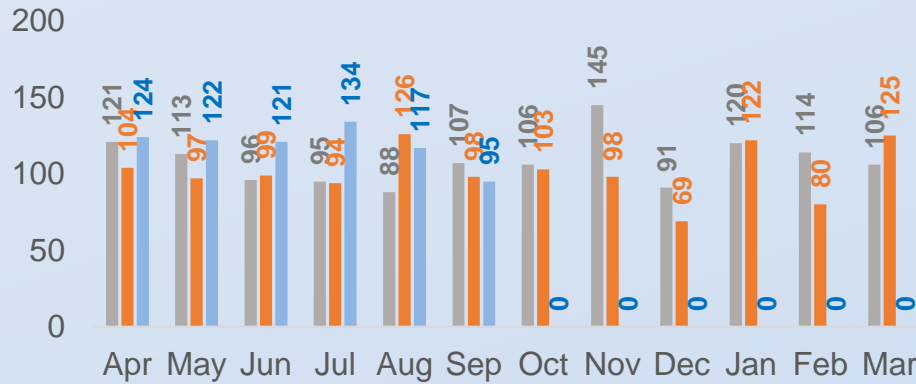


There has been a 15.3% increase in the total number of Stage 1 complaints received in 24/25 compared to 23/24 (713 received 24/25 compared to 618 received 23/24)

The cumulative number of Stage 1 and Stage 2 complaints per 1,000 properties for 24/25 is 39.8

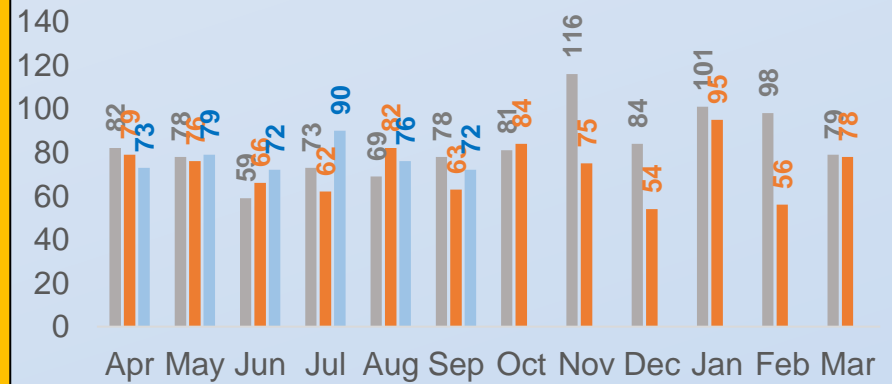
Overall Complaints - 713

■ 22-23 ■ 23-24 ■ 24-25



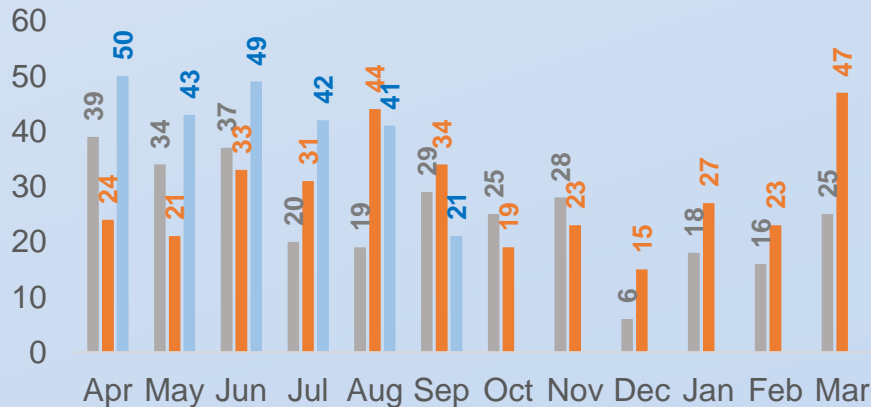
Property Complaints - 462

■ 22-23 ■ 23-24 ■ 24-25



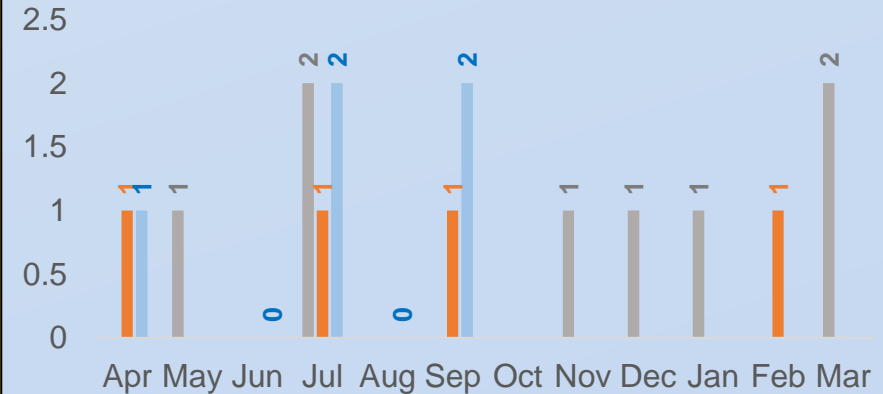
Housing Complaints - 246

■ 22-23 ■ 23-24 ■ 24-25



Corporate Complaints - 5

■ 22-23 ■ 23-24 ■ 24-25



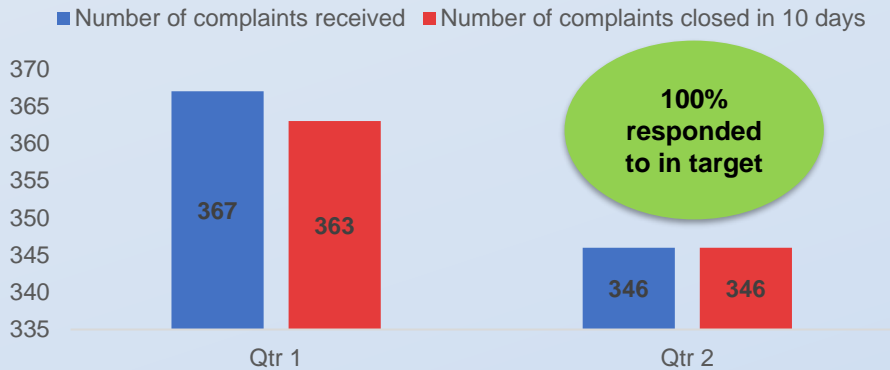
Response Times – Q2 2024/25

All complaints, written enquiries and compliments have a target of 95% to be responded to within 10 working days.

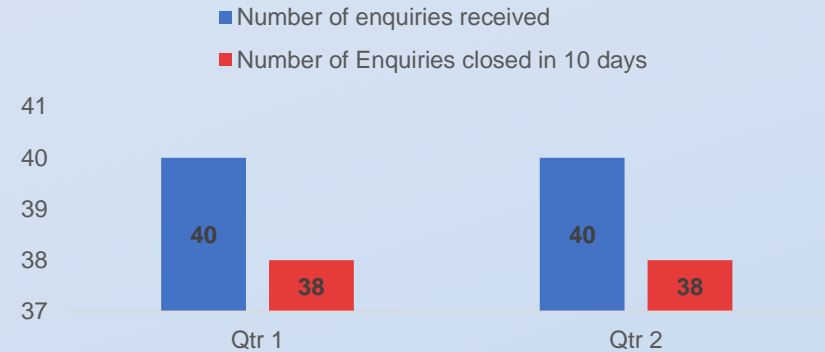
346 complaints received in Q2 with 346 (100%) answered in time. Improving when compared to Q1 24/25 with 363/367 (98.9%) responded to in time and compared to Q2 23/24 with 257/318 (81.1%) in time.

40 written enquiries were received in Q2 with 38 (95%) answered within 10 working days. This is the same as Q1 24/25 with 38/40 (95%) responded to in time and improving when compared to Q2 23/24 with 24/33 (72.7%) in time.

Complaints

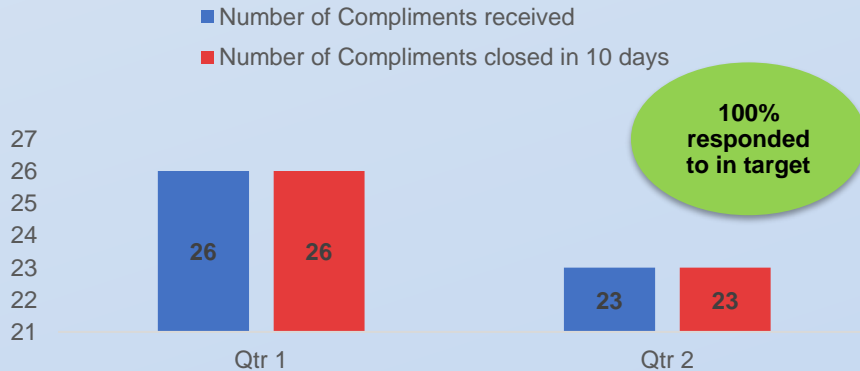


Enquiries



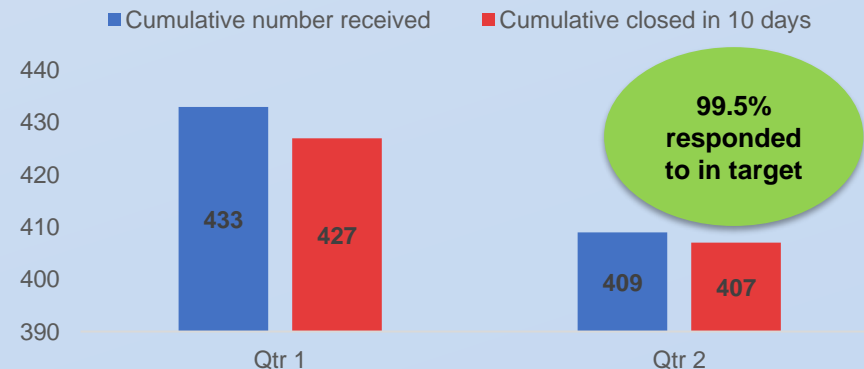
23 compliments received in Q2 and 23 (100%) answered within 10 working days. This remains the same compared to Q1 24/25 which was 26/26 (100%) and compared to Q2 23/24 49/49 (100%).

Compliments

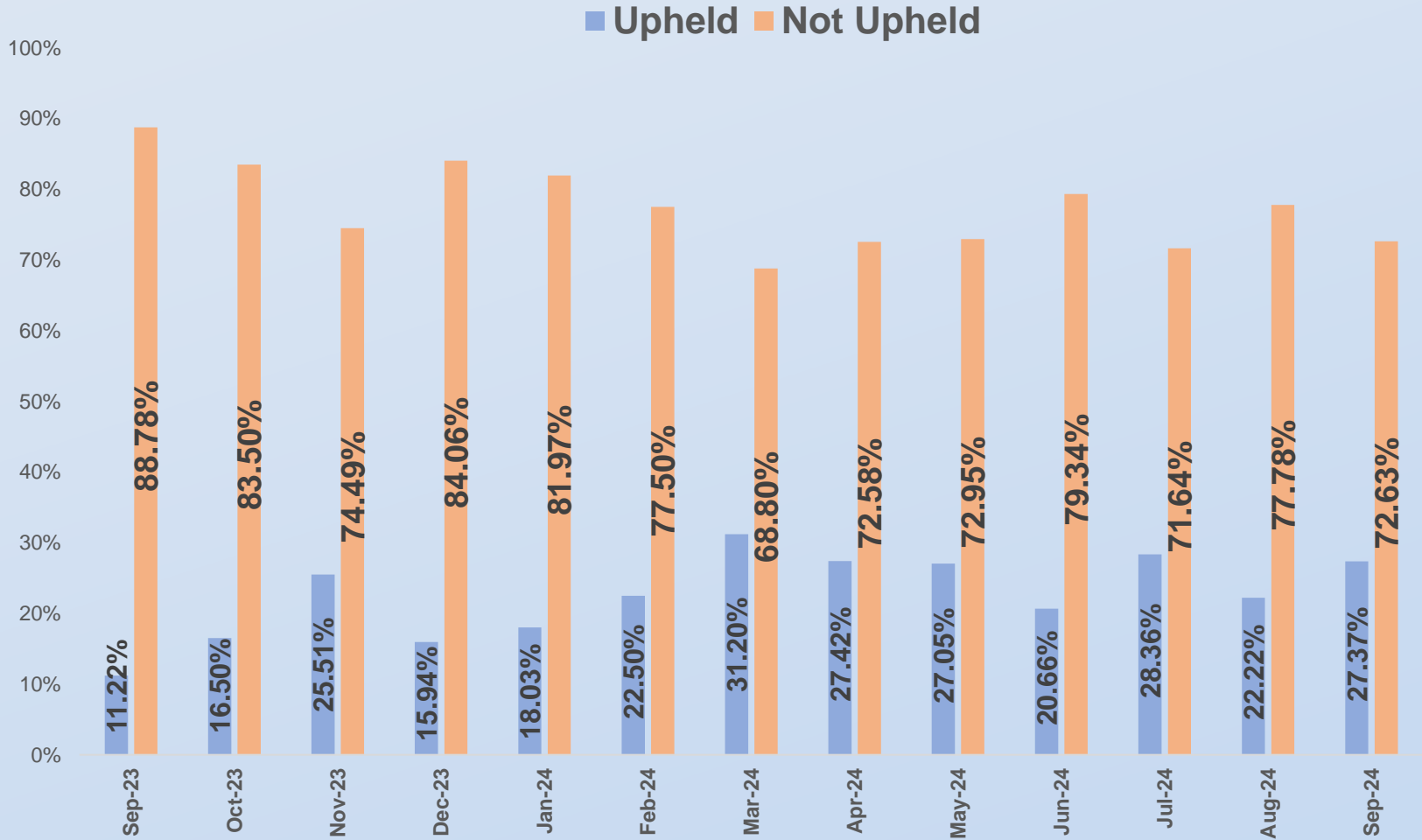


409 complaints, enquiries and compliments were received in total in Q2 with 407 (99.5%) answered within 10 working days. Improving when compared to Q1 24/25 which was 427/433 (98.6%) and compared to Q2 23/24 330/399 (82.7%).

Cumulative



Complaints Received Upheld and Not Upheld

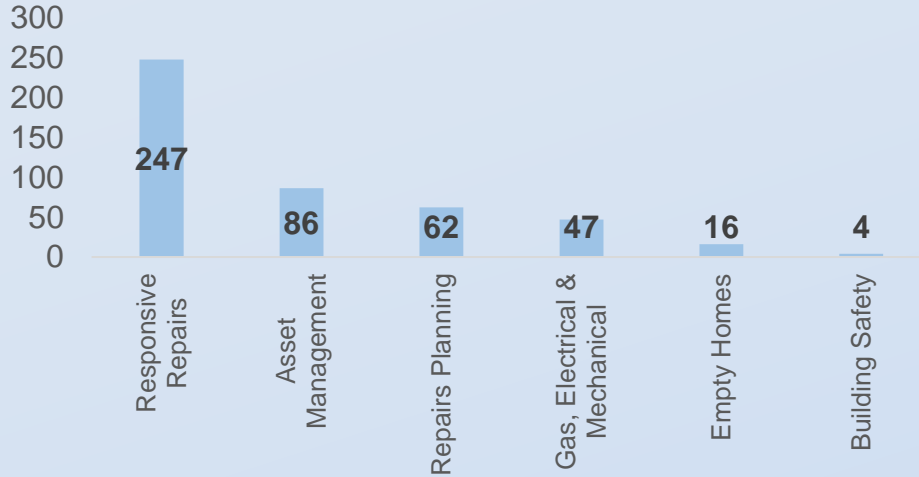


90 Upheld complaints in Q2 24/25 have decreased by 2 (-2.2%) compared to Q1 24/25 (92) and have increased by 43 (+91.5%) compared to Q2 23/24 (47).

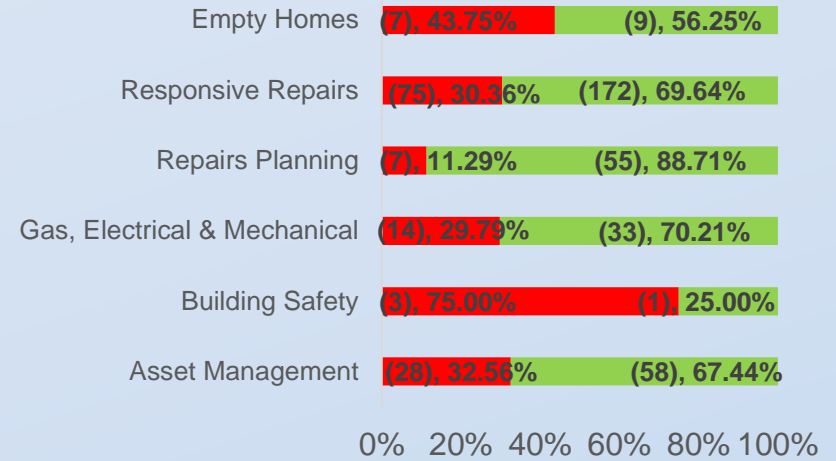
Property Services Analysis – 2024/25



462 complaints (64.8% of all complaints) have been received in Q2 24/25. This is an increase of 34 (+7.9%) from Q2 23/24 (428).

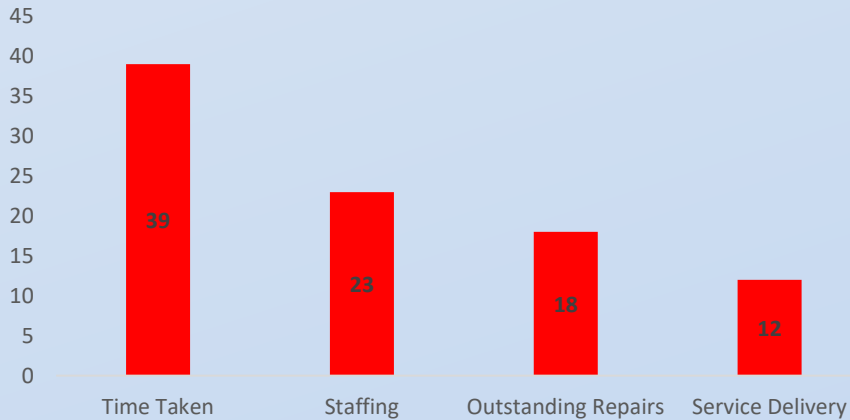


134 upheld complaints in Q2 24/25. This is an increase compared to 80/428 (18.7%) in Q2 23/24.



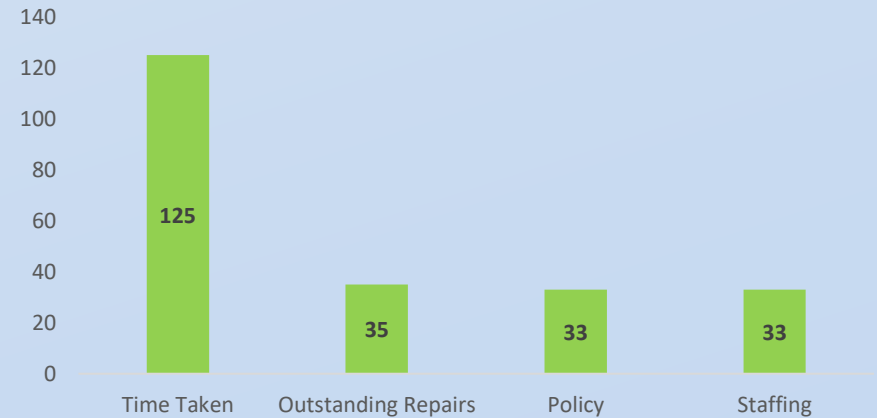
Upheld complaints Top Themes

Upheld



Not Upheld complaints Top Themes

Not Upheld



Property Services Analysis - 2024/25

Summary

- 64.8% of all complaints generated were from Property Services (462).
- Of the 462 complaints received, 134 (29%) were upheld.
- Out of the 134 upheld complaints, 86 service improvements cumulatively have been identified.
- The Responsive Repairs team generated the most complaints 53.5% (247 out of 462).
- The Responsive Repairs team had the highest number of upheld complaints, 75.
- The Building Safety team had the highest percentage of upheld complaints 75% (3 out of 4).
- The main themes to focus on to reduce upheld complaints across all areas are:
 - Time taken to complete a repair
 - Staffing
 - Outstanding Repairs
 - Service Delivery

Q2 Service Improvements

67 upheld complaints received in Q2, 53 service improvements identified. Some of the improvements identified are listed below:

- The tenant complained as their gas service had not been carried out in April 2024. They had called several times but were not able to get an appointment.
- The engineer had serviced the wrong property which meant our records were incorrect.
- **Learning** – Engineers reminded of the importance of thoroughly checking the address for each job. A solution is going to be agreed and implemented to prevent this happening again.

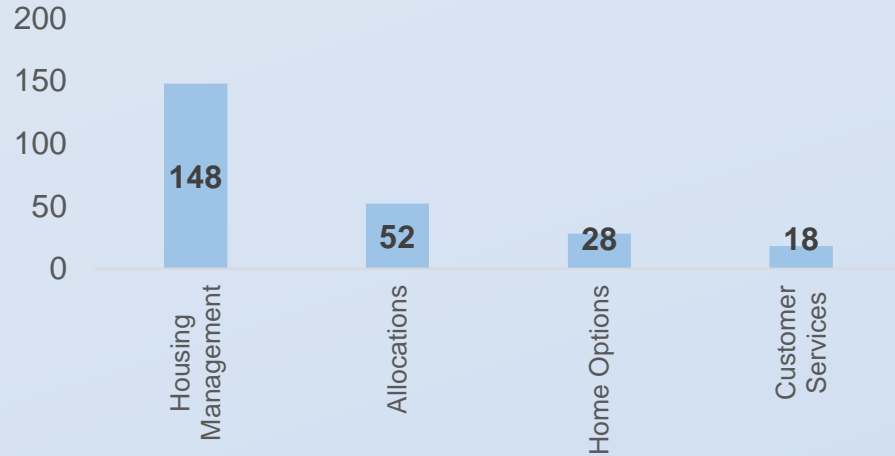
- The tenant complained about the mess in their home caused by work carried out by the contractor.
- An apology was given and the contractors re-attended to clean up the mess.
- **Learning** – Reiteration of the Contractors Code of Conduct and protecting properties.

- The tenant complained as did not receive a call ahead for their electrical appointment. The operative knocked, but did not wait for the door to be answered.
- An apology was given to the customer, and a new appointment was agreed.
- **Learning** – The Operative has been reminded of the Customer Excellence Procedure and that this must be followed.

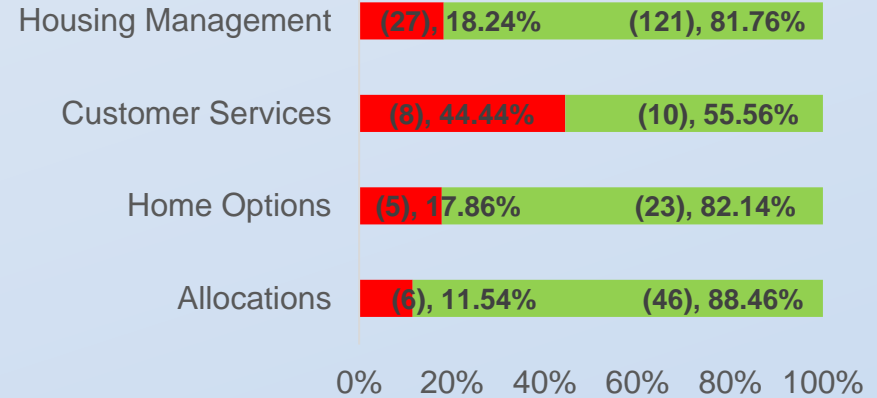
Housing and Customer Services Analysis - 2024/25



246 complaints (34.5% of all complaints) have been received in Q2 24/25. This is an increase of 59 (31.5%) from Q2 23/24 (187).

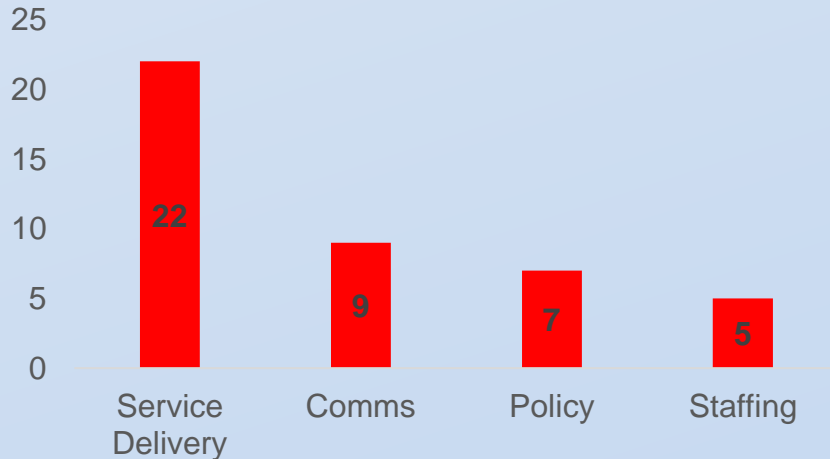


46 (18.7%) upheld complaints in Q2 24/25. This is an increase compared to 18 (9.6%) in Q2 23/24.



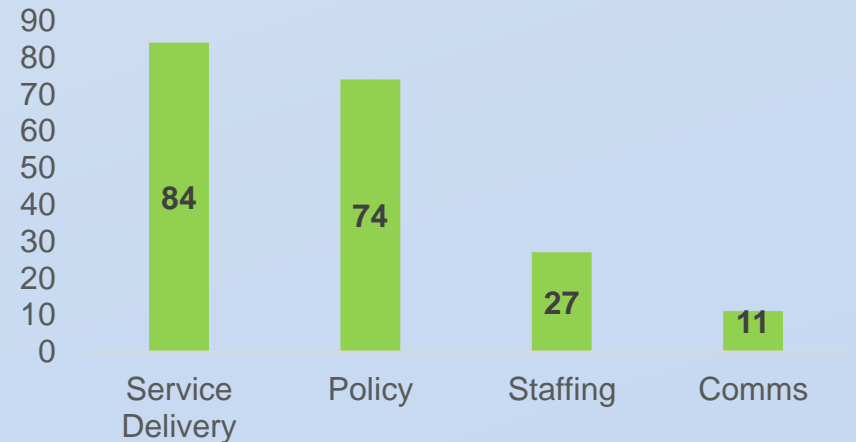
Upheld complaints - Top Themes

Upheld



Not Upheld complaints - Top Themes

Not Upheld



Housing and Customer Services Analysis - 2024/25



Summary

- 34.5% of all complaints were from Housing and Customer Services (246).
- Of the 246 complaints received, 46 (18.7%) were upheld.
- Out of the 46 complaints that were upheld, 38 service improvements cumulatively have been identified.
- The Housing Management team generated the most complaints 60.2% (148).
- The highest number of upheld complaints came from the Housing Management team which had 27 upheld complaints.
- The Customer Services Team had the highest percentage of upheld complaints 44.4% (8 out of 18).
- The main themes to focus on to reduce upheld complaints across all areas are:
 - Service Delivery
 - Policy
 - Communication
 - Staffing

Q2 Service Improvements

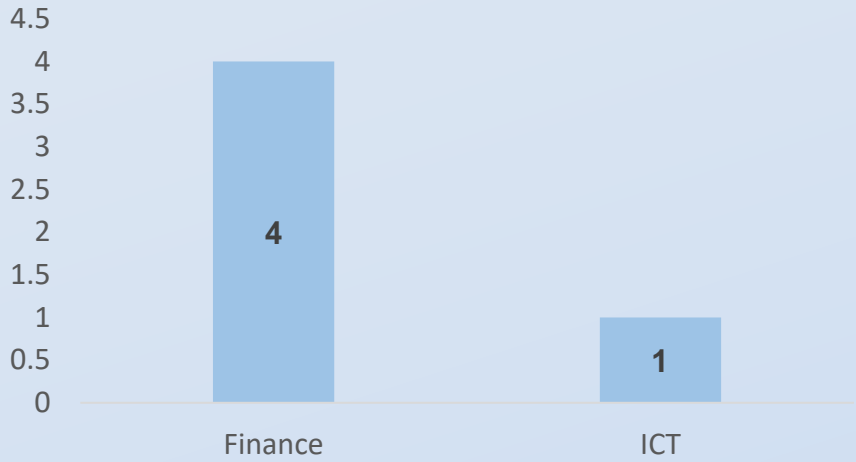
21 upheld complaints received in Q2, 17 service improvements were identified, some of the improvements are listed below:

- Tenant was dissatisfied that they were given incorrect information regarding a repair, when they rang out of hours.
- An apology was given for the poor interaction with the staff member and for the incorrect information that had been given.
- **Learning:** Customer Access Team and Alarm Receiving Centre Team to be reminded of the correct process during the next team meeting.

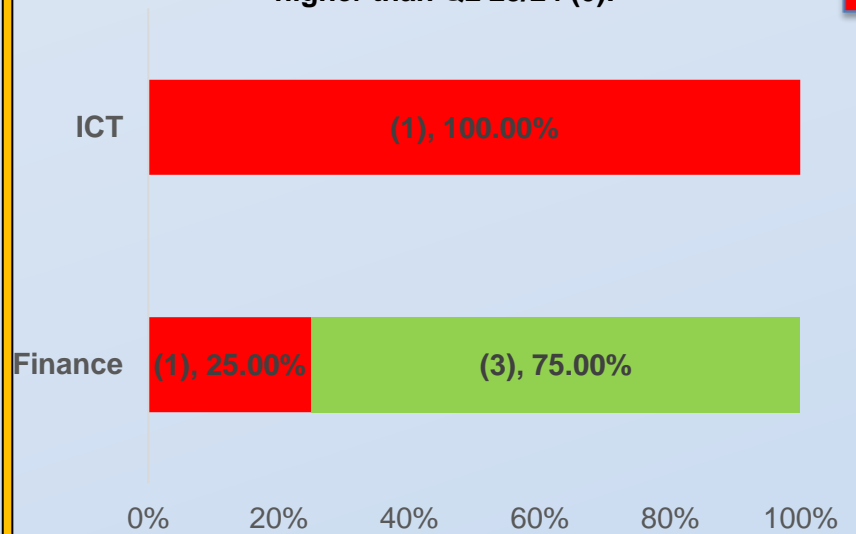
- Complaint from a customer that a breach letter had been issued as it was not their land.
- The letter had been sent in error as the land was not the customers responsibility. An apology was given to the customer.
- **Learning:** Housing Officers reminded to ensure that any areas of land are within the tenancy boundary and the tenant's responsibility, prior to sending out breach letters

Corporate Services Analysis – 2024/25

↑ 5 complaints (0.7% of all complaints) have been received in Q2 24/25. This is an increase compared Q2 23/24 (3).

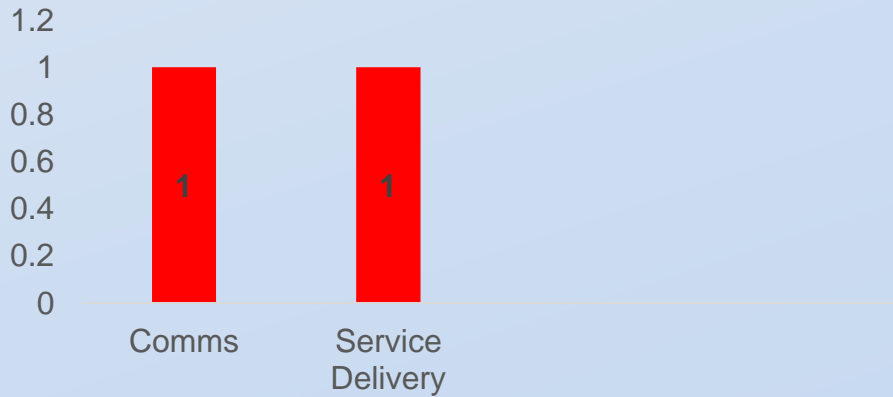


There were 2 upheld complaints in Q2 24/25 which is higher than Q2 23/24 (0). **↑**



Upheld complaints Top 3 Themes

Upheld



Not Upheld complaints Top 3 Themes

Not Upheld

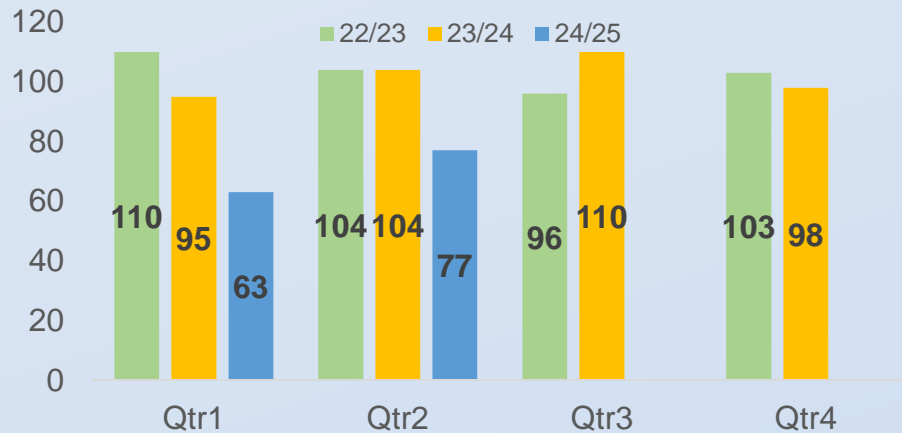


MP, Councillor and Mayoral Analysis – 2024/25

140 MP enquiries were received in Q2 24/25 which is a decrease of 59 (-29.6%) compared to Q2 23/24 (199).



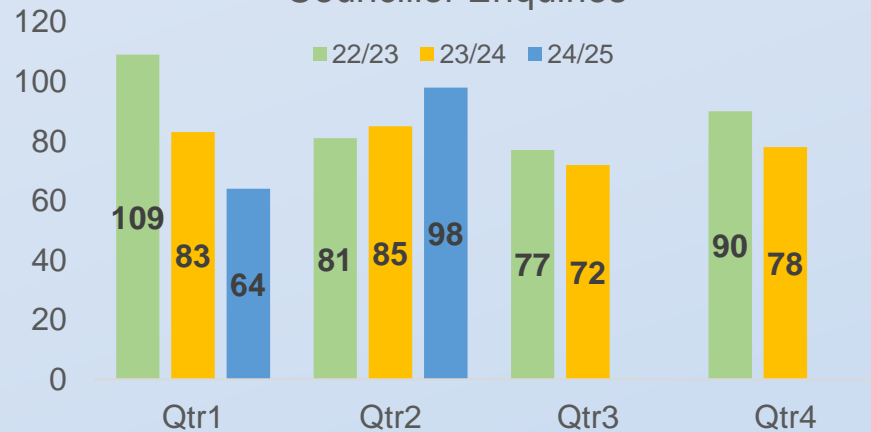
MP Enquiries



162 Councillor enquiries were received in Q2 24/25 which is a decrease of 6 (-3.6%) compared to Q2 23/24 (168).



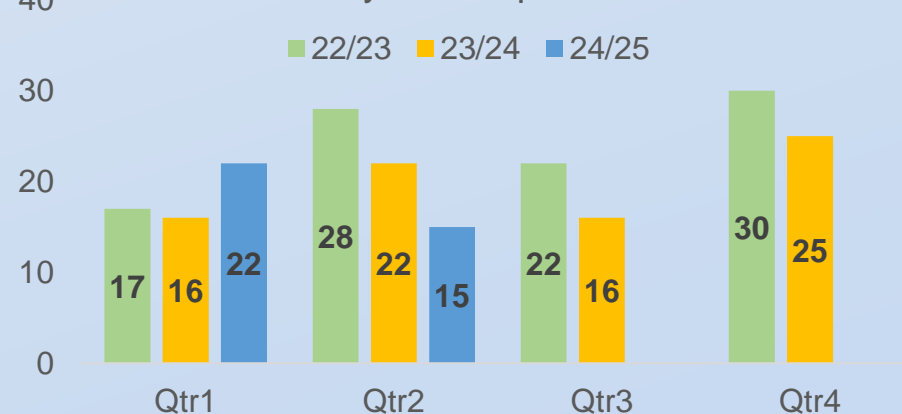
Councillor Enquiries



37 Mayoral enquiries were received in Q2 24/25 which is a decrease of 1 (-2.6%) compared to Q2 23/24 (38).



Mayoral Enquiries



We have seen a decrease in MP and Councillor enquiries in Q2 24/25 compared to Q2 23/24.

We have changed the way we handle councillor enquiries following the implementation of a statutory Complaint Code introduced by the Housing Ombudsman in April 2024. This sets out how we should handle Councillor enquiries to ensure compliance with the Code.

The Code specifies that we should handle enquiries from Councillors (or MPs) in the same way as we would handle the enquiry as if it came from a tenant. This means that an issue reported for the first time will be dealt with as a service request/enquiry, but where there is dissatisfaction expressed about a substantive issue, or the outcome, we will deal with it through our complaints procedures.

This has led to a decrease in MP/Cllr enquiries and an increase in complaints.

Complaint Stage 2 Update – Q2 2024/25



Numbers Received

- We received 80 Stage 2 review requests cumulatively in Q2 24/25. This is an increase of 150% compared to 23/24 (32).
- 44 Stage 2 review requests were received in Q2, this is a 193% increase compared to Q2 23/24 (15).

Main themes of Stage 2 complaints received in Q2

- Time taken to complete a repair
- Access & Allocations Policy
- Homelessness Criteria
- ASB Policy
- Handling of ASB cases
- Estate Management
- Bidding

Q2 Summary of outcome following Head of Service review

Upheld- 10

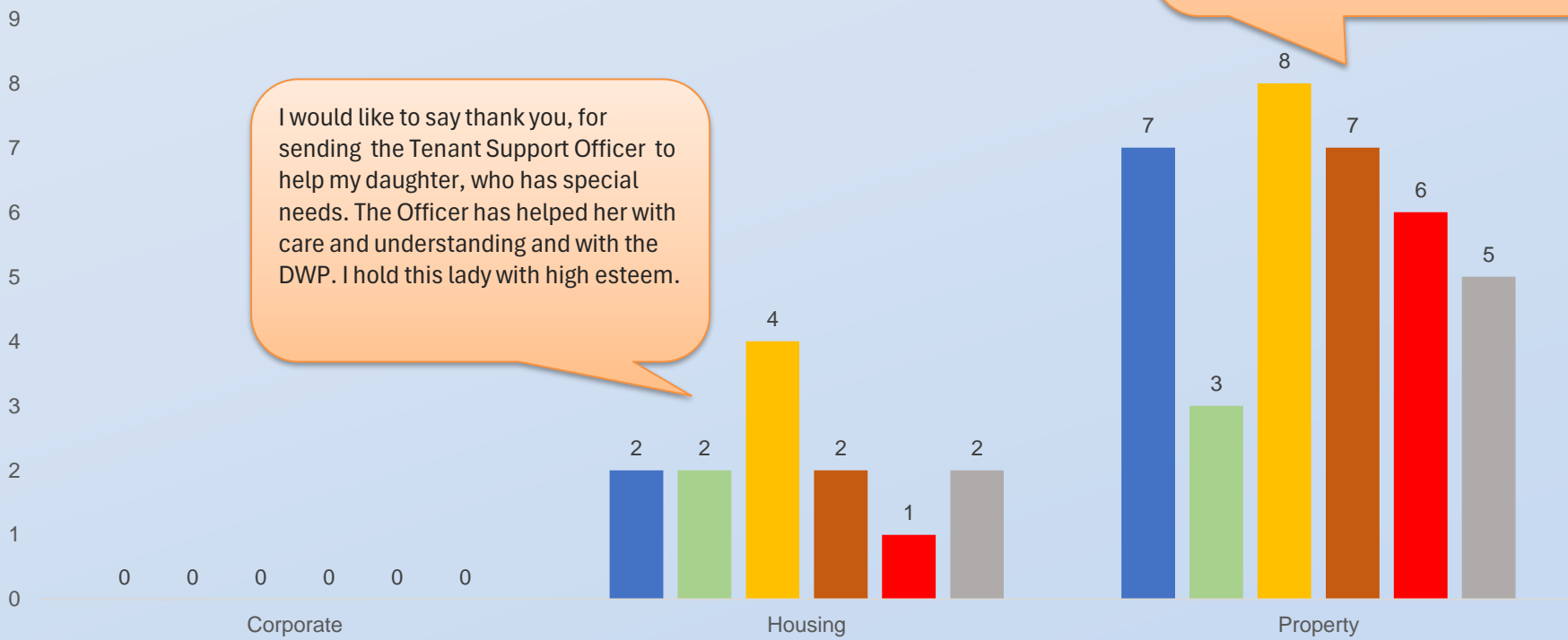
Not Upheld- 31

On-going-3

Compliments Analysis – 2024/25

Compliments by Month and Service Area

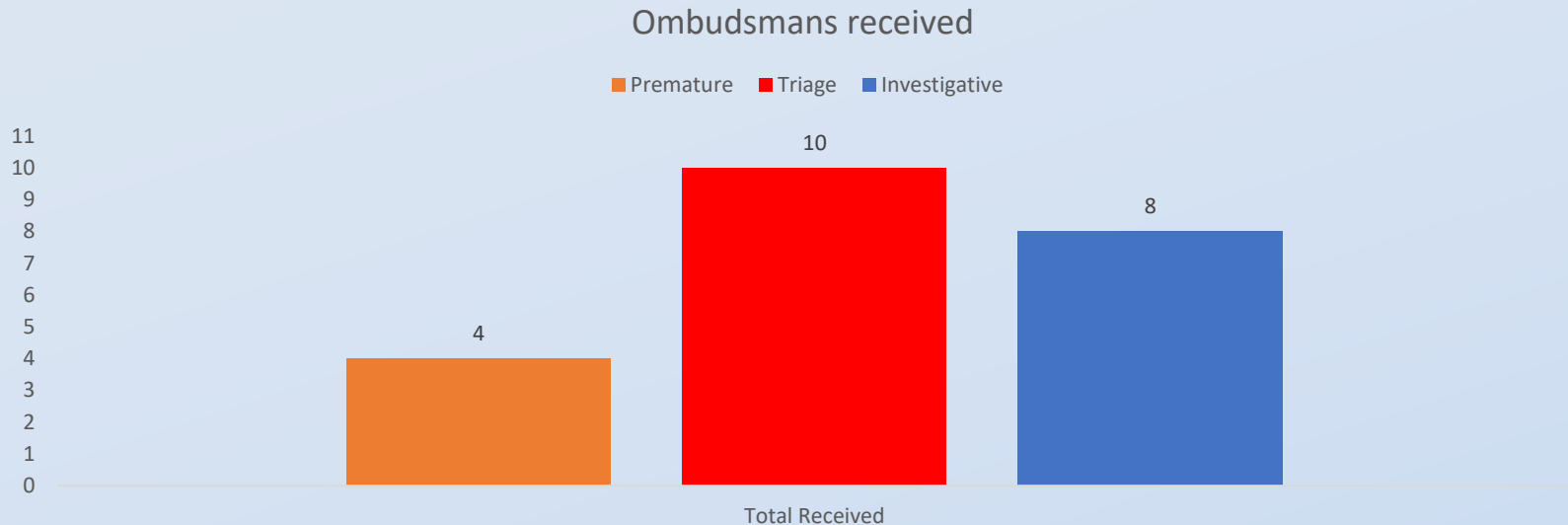
■ Apr-24 ■ May-24 ■ Jun-24 ■ Jul-24 ■ Aug-24 ■ Sep-24



I would like to say thank you, for sending the Tenant Support Officer to help my daughter, who has special needs. The Officer has helped her with care and understanding and with the DWP. I hold this lady with high esteem.

Customer has called to compliment the gas fitter who attended. She says the gas fitter was excellent and took the time to draw a diagram so that the customer could understand how to operate the heating

Ombudsman Complaints - 2024/25



In Q2 2024/25 we received 2 Premature, 6 Triage and 5 Investigative complaints from the Ombudsman's offices as follows:

- **2 Premature complaints from the Housing Ombudsman for complaints that have not gone through our full complaints process (Stage 1 or Stage 2).**
- **6 Triage cases where the Ombudsman requested the complaint information prior to confirming whether the case will be formally accepted for investigation (3 of these have now been accepted as Investigative complaints).**
- **4 Investigative complaints received from the Housing Ombudsman and 1 from the Local Government & Social Care Ombudsman.**

Determinations

3 determinations were received in Q2: 1 of which the Local Government and Social Care Ombudsman decided not to investigate and 2 of which had orders for compensation:

- **Compensation of £300 comprising of £100 for handing of remedial works, £150 for handling of a leak and £50 for complaint handling.**
- **Compensation of £150 for handling of a homeless application.**